

# The Current

Three Rivers Hospital's Quarterly Newsletter

Summer 2015, Issue 2

## How Can We Best Serve You?

Three Rivers Hospital is thrilled to bring you the second edition of our new quarterly newsletter. I hope you enjoy the information within these pages and reach out to us with your own questions and feedback.

This summer is shaping up to be a productive one at Three Rivers as we continue to roll out our strategic plan and a new, board-approved financial viability plan. We're committed to hitting the right balance of implementing cost-saving measures along with continuing to provide the services our communities need.

Some examples of what we're doing to cut costs are analyzing the supplies inventory, not re-filling some positions vacated through attrition, and renegotiating equipment



contracts. One of the paths to achieving our goal of breaking even operationally is to become more "lean" through high productivity and eliminating waste.

But there's only so much to be cut; we also need to raise revenues. To that end, we're excited about a new contract with Wells Dam to provide physicals for its employees. We'll provide more mammograms for low-income patients with the help of Confluence Health, and make sure your primary providers know about our other ancillary services so you can get tests done close to home, with speedy results.

We have several more

irons in the fire that we hope to tell you about as soon as details are finalized.

A big change is coming to our emergency room staffing in August—Coast to Coast will provide 24/7 coverage with physicians. You can read more about that below.

As we continue to examine ways to best serve you, please don't hesitate to contact us or one of the board members with your input. This is your hospital, and we want to hear from you!

Best wishes for a safe and fun-filled summer.

Sincerely,

**J. Scott Graham**  
Chief Executive Officer

## TRH Seeks to Improve ER

Three Rivers Hospital has signed a contract with a professional staffing firm to create better continuity of care in the emergency room.

"The board has unanimously decided that going with Coast to Coast is the best decision for the complete hospital district at this time," said Vicki Orford, chair of the TRH Board of Commissioners.

Three Rivers has worked with Coast to Coast Healthcare for sever-

al years. The company currently provides physician coverage in the ER on an as-needed basis, when local providers have taken on all the shifts they can. Coast to Coast plans to take over scheduling the ER full-time starting in early August.

"Our goals in entering a contract with Coast to Coast are to increase patient satisfaction as well as our patient volumes, which will allow

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# Helping Your Health

*In each newsletter, we'll address common health-related questions. Send questions to [jmarshall@trhospital.net](mailto:jmarshall@trhospital.net).*

## How to beat the heat safely this summer

As you travel and spend more time outside this summer, you or your loved ones could be at greater risk for dehydration, heat stroke, skin cancer, and injury.

Sweating is your body's way of cooling itself, so it's important to stay hydrated. Don't wait until you're thirsty to drink. The U.S. Centers for Disease Control recommends cool non-alcoholic drinks. Avoid sugar-laden beverages such as pop; they can be dehydrating.

Stay indoors in the air conditioning as much as possible. If you must be outside, try to limit activity to the morning and evening.

*Light-colored clothing helps deflect sunlight and makes it easier to spot ticks.*

Young children, people age 65 and older, and those suffering from heart disease, high blood pressure or mental illness are at higher risk for heat-related illness.

When swimming or boating, wear life preservers approved by the U.S. Coast Guard. Bicycle helmets and elbow and knee pads can prevent scrapes or more serious injuries when riding.

Wear lightweight, loose-fitting clothes in light colors to deflect the sun's rays and protect your skin.

Make sure to use insect repellent when camping, hiking, or even taking walks or having picnics. Light-colored clothing will also make it easier to spot ticks.



## Sunburn 101

- Stay out of direct sunlight if possible when the sun is at its peak, between 10 a.m. and 4 p.m.
- Apply sunblock with an SPF of at least 15 that protects against UVA and UVB rays. Re-apply every two hours or after swimming or sweating.
- Sunburns can be soothed with aloe gel, ice packs, and hydrocortisone.
- Consult your doctor if you experience nausea, fever, extensive blistering, or intense itching.
- Tanning is also considered skin damage.

*Sources: U.S. Centers for Disease Control, Prevention Magazine*



## Employee Spotlight: Carla Boyd

Carla Boyd, RN, was destined for nursing from an early age, when a local druggist gave her a mock nurses' kit. Her parents were strong role models, but it was the hospital's first administrator, Howard Gamble, who gave her the final nudge to become a nurse.

"I've always loved nursing," she said. "I've never had a desire to work anywhere but Brewster. I've worked here and I've been a patient here. The people here are kind and capable."

Over the past 30 years, Carla has been an ob-gyn nurse, worked at Hillcrest House, and then was hired most recently in 2011 to oversee Employee Health.

Her favorite thing about Em-



ployee Health is that "I have gotten to know people on a different level, and that is refreshing," she said.

"She has worked extremely hard to get Employee Health into compliance and has transformed it into a program that is excelling," said Ancillary Manager Jeremy Vandellac. "She strives for additional knowledge on topics that will make TRH a better place for the employees."

Carla has recently returned to her roots in our on-site family practice clinic by assisting Dr. Ty Witt in gynecology.

"I enjoy taking care of women's health," she said.

Carla serves on the Health and Wellness Team, which offers nutritional and fitness information to employees, and was part of the team that created TRH's new mission, vision, and values statements.

"She always has a smile on her face, she always has a 'can do' attitude and is willing to take on additional work and help out wherever she can," Chief Operating Officer Melanie Neddo said, adding that Carla recently was awarded the Golden Star for her "wonderful attitude and kind heart."

"We are very lucky to have Carla at Three Rivers," Melanie said.

# Providers' Corner: A Healthy Weight Can Prevent Illness

By Michele Hansen, ARNP

With every new year or first day of spring there seems to be a renewed dedication by people to finally lose that last 5, 10, or 20 pounds. Gym memberships are made, workout gear and healthy groceries are purchased... but too often, those resolutions quickly waver or are abandoned completely.

It's understandable; losing weight can be a long and challenging process. But it isn't impossible.

One of the popular new programs I'm leading at the Columbia Medical and Surgical Services family practice clinic, located within Three Rivers Hospital, is designed to help you lose weight the right way and keep it off.

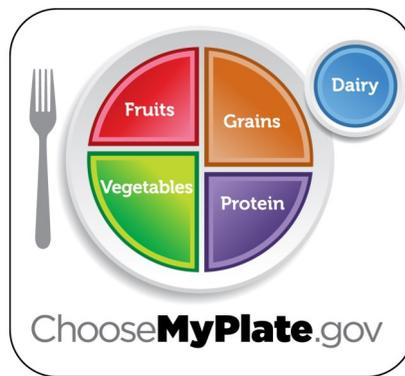
What is the right way to lose weight? The best way is and always has been to burn more calories than you consume, but it's more than that. Your food choices should also be nutritious to give you energy and help manage things like cholesterol and blood pressure.

Weight management is an important component to preventive care. Being overweight or obese can put you at higher risk for Type 2 diabetes, heart disease, breathing disorders,



stroke, cancer, and sexual or reproductive health issues. It can also contribute to lower self-confidence and even depression.

Our weight loss clinic is partly about helping you develop good habits for your long-term health. After your appointment you'll have a plan tailored to your specific needs. We can help you determine how many calories you should



**Federal guidelines show what your plate should look like for proper nutrition. More information is at [www.choosemyplate.gov](http://www.choosemyplate.gov).**

WWW Photo

be eating every day, and set weight loss goals. We'll give you a binder to log your food intake and exercise so you know if you're on the right track. Medication management is also available, but prescriptions will

work in tandem with your overall plan to ensure the best outcome.

Most importantly, we'll follow up with you and support you by answering questions and tracking your progress. Being accountable to yourself can be tough in the face of temptation, so we're here to help you achieve success if you've struggled on your own.

Please call our clinic at 509-689-3749 to schedule an appointment.



## Five Tips for Safe Weight Loss

1. Drink lots of water! At least eight glasses (64 oz.) per day is recommended. If you're craving a sweeter drink, flavor water with lemon or berries instead of reaching for pop.
2. Eat more vegetables and fruit, especially leafy greens. Fifty percent of your plate should be filled with vegetables and fruit, 25% with lean protein, and 25% with whole grains.
3. Get moving! Exercise it's good for your heart and boosts your metabolism so you burn fat faster. Find an activity you enjoy so you're more likely to stick with it. If you're short on time, break it up into 10- or 15-minute increments throughout the day.
4. If you eat when you're bored or upset, find an activity to occupy yourself, whether it's going for a walk, making crafts, fishing, or some other hobby.
5. The safest amount of weight to lose per week is 1-2 pounds. You may see big results in the first couple weeks as you drop water weight, but it's natural for progress to level out a bit. Don't get discouraged!

# ER: Coast to Coast looks forward to integration

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the hospital to continue providing emergency services,” CEO Scott Graham said. “We had only two on-staff providers who were naturally unable to work 24/7, so this agreement will be a great benefit to our patients as well as the hospital.”

In a letter to local providers, regional manager Dr. Paula Silha wrote, “We have been providing this service at North Valley Hospital since 2010 and have been very successful in working as a team with the local providers. It is my hope we can duplicate this successful model at Three Rivers Hospital.”

Jill Jenkins, M.D., will serve as the Coast to Coast site manager at Three Rivers and will also provide care in the ER. She plans to visit the area frequently over the next two months to meet with local primary care providers and hospital staff in order to facilitate a smooth transition.

“On behalf of Coast to Coast Healthcare, we look forward to continuing to work with several local providers who currently work at TRH as they join our C2C team,” Dr. Jenkins said. “We also look forward to integrating additional providers at TRH with Coast to Coast Healthcare and collaborating with all local



Dr. Paula Silha



Dr. Jill Jenkins

providers for enhancement of care of patients at TRH.”

Dr. Silha, who is also Coast to Coast’s vice president of quality control, noted that their ER physicians can act as hospitalists

and admit patients overnight to help primary care doctors get some rest whenever possible.

One of the top priorities for TRH administration will be to ensure that the new physicians are a good fit for the hospital and community, Graham said.

“There will be an adjustment period over the first few months, until we establish a steady rotation of a core group of physicians,” he said. “We want to be sure anyone caring for patients here will be able and eager to help provide the ideal patient experience.”

Meanwhile, TRH is also working with the Washington State Department of Health (DOH) on possibly relocating the ER to the clinic area in the northeast wing of the hospital.

“That area is more spacious than our current ER and



TRH Photos



**Three Rivers Hospital is working with the state Department of Health to potentially move the ER to the current clinic location in the northeast wing of the hospital. Above, one of the clinic’s exam rooms illustrates the newer, improved conditions and equipment compared to one of the exam rooms in the current ER, pictured at left.**

offers newer equipment and a calming atmosphere,” Graham said. “The DOH believes we can accomplish this project with minimal work for very little cost, and it would be a great move for patients and providers alike.”

If approved, the move could happen by late fall. The clinic, Columbia Medical & Surgical Services, will remain in operation.

Established in 2005, Coast

to Coast Healthcare Services currently operates in 12 states. Coast to Coast Healthcare’s mission statement is, “The Coast to Coast Healthcare team is dedicated to bringing rural communities and excellent health care providers together for their mutual long term benefit.”

For more information about Coast to Coast Healthcare, visit [coasttocoast-healthcare.com](http://coasttocoast-healthcare.com).

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**Three Rivers Hospital’s vision is to be a trusted community partner providing excellence in health care.**